

# **REVISED**

SCHOHARIE COUNTY DEPARTMENT OF PERSONNEL AND CIVIL SERVICE  
ANNOUNCES CIVIL SERVICE OPEN COMPETITIVE EXAMINATION FOR:

## **COMPUTER SUPPORT SPECIALIST - #11-258**

\*Examination Fee - \$7.50

LAST FILING DATE: AUGUST 31, 2004

LAST DAY FOR \*QUESTIONNAIRE SUBMISSION: SEPTEMBER 21, 2004

DATE OF EXAMINATION: SEPTEMBER 29, 2004

**Exams will be scheduled during working hours starting at 9:00 a.m.**

SALARY RANGE: Grade 12 - \$27,224. County; salary at school systems varies according to contract.

ELIGIBLE LIST: The list resulting from this examination will be used to fill vacancies as they occur in the Schoharie County Department of Central Data Processing and school systems within Schoharie County.

RESIDENCE REQUIREMENTS: An applicant must have been a legal resident of Schoharie County or one of the six contiguous counties of Albany, Delaware, Greene, Montgomery, Otsego or Schenectady for at least thirty days immediately preceding the test date. The hiring authority may give preference to applicants who live within its jurisdiction.

DISTINGUISHING FEATURES OF THE CLASS: Computer Support Specialist help install and support personal computers and train employees in the use of computers. Incumbents help senior support staff and other computer specialists configure personal computers to fit the needs of a particular department. The position is distinguished from that of Senior Computer Support Specialist by performing less complex work, having no supervisory responsibility and requiring less training and experience. Incumbents do related work as required.

MINIMUM QUALIFICATIONS: High school diploma or equivalency and either:

A. Completion of a one-year certificate program given by an accredited school or college in computer science, data processing or a closely related field; OR

B. Two years' paid professional experience installing, updating or supporting microcomputer system; OR

C. An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

The education requirements must be satisfied by the date of the examination.

### **SUBJECT OF EXAMINATION:**

The examination will consist of two parts: a rated evaluation of training and experience to be conducted on the internet and a qualifying PC-administered test that will be given after the Training and Experience portion. You must pass the evaluation of training and experience in order to take the qualifying PC-administered test. You must pass both tests in order to be considered for appointment. Only your rating on the evaluation of training and experience will be considered when computing final scores.

### **\*Rated Evaluation of Training and Experience**

You will complete a questionnaire that asks for specific information on your information technology education (formal degrees, IT-related training courses, certifications) and experience. You will also be asked to briefly describe a significant achievement in each of the job's areas and to provide the name and contact information for someone who can verify your information. The information you provide about your experience will be rated against the following areas:

Help Desk  
User Support  
Network Administration  
Data Communications  
Business/Systems Analysis  
Web Site Development  
Microcomputer Repair

**IMPORTANT: The training and experience questionnaire will be conducted on the internet. Instructions for completing this questionnaire will be sent to all approved candidates after the last filing date for this examination.**

Qualifying Tests:

Qualifying Multiple-Choice Test of Logical Reasoning and Interpreting Instructions for Computer-Related Positions

These questions test for ability to reason logically and interpret instructions in a computer-related context. They cover verbal and quantitative reasoning, flowchart interpretation and applying written directions. The verbal and quantitative reasoning questions include logical implications (e.g., if A and B, then C) and relations (e.g., greater than). Knowledge of addition, subtraction, multiplication and division is necessary, but neither mathematical sophistication nor computational speed is needed. The flowchart interpretation questions require prior knowledge of flowchart conventions. The interpreting instructions questions provide the instructions and specific rules for applying them. All the information needed to answer the questions is presented with the questions.

Qualifying Simulation Test on Working Effectively with Others to Solve Job-Related Problems

This test requires candidates to assume the role of a staff member in an Information Technology work group who is working with colleagues during a time of change in policy or procedure, in a particular agency. During the test, candidates will be required to deal with obstacles within the working environment, which includes peer relations and the demands of handling multiple tasks. Candidates will be required to demonstrate the ability to be flexible, creative and persistent as a team player. They will also need to demonstrate the ability to cooperate, show initiative, and establish positive working relationships with peers and administrators.

Qualifying Simulation Test of User Support and Training

The test requires candidates to assume the role of a staff member in a Help Desk support unit. Candidates will be presented with a users problem. During the course of handling the problem, candidates will be required to: demonstrate communication skills, apply troubleshooting practices and tools, determine the appropriate level of training needed by the user, and educate the user on the proper use of computers.

**NOTE:** The Schoharie County Personnel Department reserves the right to give the qualifying PC-administered test to only as many candidates as are needed to fill vacancies.

Qualifying test scores may be banked and applied to future examinations for titles that require the same test plan.

Unless otherwise notified, candidates are permitted to use quiet, hand-held, solar or battery-powered calculators. Devices with typewriter keyboards, spell checkers, personal digital assistants, address books, language translators, dictionaries or any similar devices are prohibited.

\*The required examination fee is seven dollars and fifty cents, which may be in the form of a check, money order or cash. **ONE** check or money order must accompany **EACH** application. If your application is disapproved, your examination fee will **NOT** be returned to you. Please make check/money order payable to the Department of Personnel and include the examination number.

Applications and announcements are available on our web site @ [www.schohariecounty-ny.gov](http://www.schohariecounty-ny.gov)

ISSUE DATE: JULY 16, 2004

SEE REVERSE SIDE

REVISED ISSUE DATE: JULY 29, 2004 (revision – Date of Examination)

SEE ATTACHED INFORMATION ON STANDARD BACK OF CIVIL SERVICE ANNOUNCEMENT.